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Reply Under 37 C.F.R. § 1.116 – Expedited Procedure

Serial No.: 10/721,558

Examiner: Tonya S. Joseph

Amendment to the Claims

1 (Currently Amended). A computer-implemented system having at least one computer readable medium for providing customer assistance to Internet users, the system comprising:

an online customer support server that connects a group of customer support representatives to a user of a web site to provide real time customer support;

an enterprise server that collects presence information from the customer support server regarding current availability of customer support representatives in said group, wherein said presence information is updated at regular, specified intervals;

a web server that provides content to said web site, wherein the content includes said presence information provided by the enterprise server, and wherein said web server displays said presence information on said web site and provides a user selectable option on said web site for requesting real time customer support ~~that is selectable by the user based on~~, said presence information being displayed with said user selectable option for use by the user in deciding whether to select said user selectable option.

2 (Original). The system according to claim 1, wherein the customer support server updates the presence information on the enterprise server via Session Initiation Protocol Publish messages.

3 (Original). The system according to claim 1, wherein the presence information further includes approximate waiting time for customer support representatives that are not currently available.

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4 (Original). The system according to claim 1, wherein customer support representatives are designated according to skill set.

5 (Original). The system of claim 4, wherein the web server provides a user selectable option for selecting customer support representatives by skill set.

6 (Original). The system according to claim 5, wherein the system uses cookies for skills based routing, wherein the cookies are used for mining customer information that is required to route calls in a specific way.

7 (Previously Presented). The system according to claim 1, wherein, said customer support server facilitates real time online support via a data connection between the user and a customer support representative if the customer support representative can connect to the user via the data connection, and facilitates real time telephone support via a telephone connection between the user and the customer support representative if the customer support representative cannot connect to the user via the data connection; and wherein the web server provides the user's telephone number to the customer support representative if the customer support representative cannot connect to the user via the data connection.